

# MANAGEMENT BIOS



## **W. CLIFTON DUFFEY**

*Chief Executive Officer and President*

Most recently Mr. Duffey served as Chief Technology Officer at Bluestar Communications, Inc. in Nashville, TN. In this role, Cliff built the Engineering, Network Operations, and Product and Business Development departments, hiring corporate vice presidents and staff to run each. Cliff also managed Bluestar's Information Technology (IT) department until November 1999. Prior to Bluestar, from July 1998 to July 1999, Cliff served as Sr. Engagement Manager in Ascend Communications, Professional Service consulting department. In this role, Cliff had profit and loss responsibility for several consulting efforts that spanned areas such as network design, network operation center design, network deployment management, IT infrastructure design, and marketing analysis. Previous employment with Intermedia as a Sr. Program Manager and as a Software Engineer with the Harris Corporation enhanced Mr. Duffey's understanding and product expertise in the area of private network technology. Cliff joined Harris after graduating from Clemson University in South Carolina in May of 1995 with a Bachelor of Science degree in Computer Engineering.

## **JIM BAUCHIERO**

*Chief Financial Officer*

Mr. Bauchiero joined Cybera in February 2006. Prior to joining Cybera, Mr. Bauchiero financially drove the six year turnaround of LifeTrust America, a developer and operator of 59 senior housing facilities in eight southeastern states. LifeTrust was sold to Five Star Quality Care in 2004 for \$212 million.

Previously, Mr. Bauchiero relocated the operations and took Shop At Home public, raising \$115 million in debt and equity securities. Prior to Shop At Home, Mr. Bauchiero lead the financial turnaround and growth of Orchid International, a stamping and heavy manufacturer for the automotive and consumer products industries.

Before Orchid, Mr. Bauchiero spent sixteen years in various domestic and international financial functions with Unocal Corporation, including Uno-Ven, the joint venture with the Venezuelan National Oil Company, and as CFO of National Auto Truckstops, the \$1.2 billion national network. Additionally, Mr. Bauchiero held positions with A S Hansen, The Boston Company Institutional Investment Advisors, and Security Pacific Bank. Mr. Bauchiero holds a B.S. in Finance and Business Economics and a MBA from the University of Southern California.

## **DAVID AMADOR**

*SVP, Operations*

David joined Cybera in 2008 as senior vice president of operations, responsible for the day-to-day results of the customer and network operations organizations. Prior to Cybera, Amador was vice president of engineering and operations at DayStar Communications in Florida, and held management roles at MCI/WorldCom and XO Communications, where he managed a staff of more than 600, and was responsible for cutting install intervals by 50 percent. Starting his telecommunications career as a technician at Southwestern Bell Corporation in Houston, Amador rose through the ranks and later founded a successful telecommunications services firm. He attended the University of Houston and St. Edwards University, majoring in Business Administration.

## **DAN GLENNON**

*SVP, Marketing and Strategy*

Dan was most recently a Senior Director of Product Management at BellSouth Telecommunications. In his role at BellSouth he established and led a Center of Excellence dedicated to the optimization of churn and customer lifetime value. Initiatives under his direction resulted in over \$50 million in EBITDA improvements in the broadband consumer and small business market segments. Prior to BellSouth he served as a Principal at Diamond Management & Technology Consultants, where he led marketing and strategy focused engagements for the telecommunications and data networking industry. Glennon's sales and marketing experience also includes positions with Intel Corp.'s Internet and Communications Group and Avdata Systems Inc., a data network service provider. Glennon holds a bachelor's in electrical engineering from Vanderbilt University, a master's in electrical engineering from the University of South Florida and an MBA from Northwestern University's Kellogg School of Management.

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## **DAVID ABBOTT**

*SVP, Engineering & Technology*

David Abbott is the Senior Vice President of Technology and Engineering for Cybera. In this role, David is the lead for Cybera's innovation and technology initiatives for core security and network infrastructure. David has extensive experience in the development and launch of security and large scale operational systems and processes in managed service settings.

Prior to joining Cybera in 2009, David was with Informa where he was CIO for the Americas region, and since April of 2007 also served as Deputy CIO for Informa, plc. Major responsibilities and accomplishments with Informa included establishing Quality Assurance, Service Delivery, Project Management and Information Security best practices. David's remit was to ensure Informa's systems and technology were developed, deployed and managed in a manner that enhanced Informa's operating divisions in meeting their goals.

Prior to Informa, David was CIO and Chief Privacy Officer for Investment Scorecard, Inc. As the Chief Technologist at Investment Scorecard his contributions helped add \$36mm in shareholder wealth in two years. Previously, he was Deputy Director for the Applications Solutions Group at Deloitte & Touché, where he was responsible for technology solutions supporting the US firm and key service lines such as ERS, Tax, Marketing, Human Capital and Consulting Services.

Prior positions David has held include: Area Vice President of R&D for Peregrine Systems, Sr. Director Product Software Development for Standard & Poor's Compustat, and Director of Restaurant Information Systems for VICORP Restaurants. David studied Computer Science and Information Systems at Regis University in Denver, Colorado and brings more than 20 years IT experience to Cybera.

## **PAUL MELTON**

*VP, Enterprise Sales*

Paul Melton was Co-founder and Vice President of Sales & Marketing for Global Linking Solutions (GLS), a Managed Network Services Provider, where he maintained this capacity for nearly 10 years. He was directly responsible for revenue growth and profitability derived from direct and indirect channel resources. Paul architected and executed the overall sales strategy and tactical team from the ground up and is responsible for contributing more than \$10 million in annual sales which have led to being cash flow positive year over year. Paul has also been credited for developing and negotiating strategic relationships with key industry leaders such as AT&T, Qwest, XO and Fluke Networks to name a few. Paul also participated actively in the development and creation of new products and services which helped position the company for offering advanced solutions.

Before joining GLS, Paul served as AT&T's Regional Sales Director for Internet services. Paul was responsible for all business development related to AT&T's Internet initiatives. Specifically, Paul implemented strategic sales programs, supplied market coverage for AT&T products and services, served as main point of contact for technical support, provided training to more than 800 sales executives and was accountable for revenue generation in the Southern region for AT&T Internet services.

Paul is well versed in Internet based technologies, with influences on Electronic Commerce, Virtual Private Networks, Managed Networks, as well as various other online information technologies.

Paul graduated with a degree in Economics from George Mason University in Fairfax, Virginia.

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## **RON JOHNSON**

*VP, Customer Service*

Ron Johnson joined Cybera in May of 2009 as Vice-President of Customer Service, responsible for Cybera's Solutions Management Center and customer advocacy. Prior to Cybera, Ron was Vice-President of Field Vendor Management for XM Satellite Radio, responsible for customer care outsourced operations, consisting of 7 call center vendors, and over 1800 care representatives. In addition, Ron's management team included vendor managers, workforce management and the command center.

Graduating from Oklahoma State University with a Bachelor of Science in Electrical Engineering followed by and MBA from Amber University, Ron started his engineering career at Rockwell International. After spending time in the defense contracting industry, Ron furthered his operational management career in the telecommunications industry, successfully working his way up through the ranks at MCI/Worldcom and XO communication. After leaving XO Communication as the Director of Customer Operations, Ron joined the call center outsourcing industry with TeleTech and successfully created a government program manager/client partner organization in Washington DC, responsible for maintaining and growing a yearly revenue stream in excess of \$45M. Ron served as part of the transition team during the XM/Sirius merger and spent some time with The Results Companies as a business development consultant before joining Cybera.

## **KRISTEN HUDSON**

*VP, Customer Operations*

Kristen Hudson is the Vice President of Customer Operations. In this role, Kristen oversees the day to day operations for implementing customer solutions. Prior to joining Cybera in 2008, Kristen was with XO Communications, where she held leadership positions over various departments, including Service Delivery, Network Optimization and Dispute Resolution. Major accomplishments with XO Communications included reducing network expense in excess of \$50M per year, centralizing service delivery and network optimization functions, and streamlining processes. Kristen holds a Bachelor of Arts degree in English from George Mason University.

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